

HUMAN RESOURCES ADMINISTRATOR

GRADE: 23

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Human Resources Administrator performs complex professional level work in the execution of a comprehensive Human Resources program for the City. While generalist in nature, work in this class requires primary expert responsibility in several areas including learning and development, performance management, recruitment, employment, classification, compensation, labor/employee relations, dispute resolution, organizational design, policy development, benefits, diversity management, etc. Work is also performed in safety, workers' compensation and other areas as required. The class requires proactive contacts both within and outside the department and City at all levels to carry out the programs through persuasion, coordination and explanation of the work. Most of the work requires light physical demands and occurs under good conditions usually within an office setting or indoors, producing considerable mental effort and stress by handling multiple projects concurrently and meeting deadlines. The work is subject to functional policies and goals under general managerial direction and subject to general supervisory review at times for some of the assigned programs. The work involves program development and implementation and has serious consequences on the delivery of services. Supervises the work of support staff, manages the work of others outside the department engaged in personnel related work and may assist in directing the work of the office relative to the projects and programs and performs other work as required.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

An employee in this class is fully skilled and performs a variety of standard and non-standard professional assignments within one or more area of specialization and performs other duties as required.

Benefits:

- Researches, analyzes and makes recommendations on various benefit programs.
- Designs, facilitate, conducts, manages and administers a variety of benefits, programs, projects and systems including benefit counseling, investment counseling, retirement statements, FICA, benefits orientation, plan negotiations, communications of benefits, costs containment, open enrollment, etc.
- Provides an appropriate amount of information and administering programs to a wide variety of individuals on Dental, Health Care, COBRA, Retirement, Retirement Planning, Pension, Life Insurance, EAP, On and Off the Job Injury and Illness, Family and Medical Leave, New Employee Orientations etc.; ensuring that all affected individuals are properly notified, forms are completed and paperwork is processed.
- Administers employee self-service benefits program.
- Works closely with individuals and their families as appropriate on benefits issues.
- Prepares requests for proposals, managing the process and preparing appropriate documentation to select, implement and administer various benefits.

Classification and Compensation:

- Plans and conducts classification studies of a variety of occupational classes and positions, collecting and analyzing salary data, conducting a range of special classification or compensation related studies or assignments and processing the administrative review of classification decisions.
- Conducts individual or group desk audits to supplement and verify written documentation.
- Interviews supervisors and managers to verify employee data and reviews organizational structure.
- Conducts salary surveys and salary data analysis.
- Prepares new or revised class specifications, evaluating classes using a quantitative job evaluation system, preparing comprehensive reports of findings and recommendations for review and comment by management and employees.
- Prepares written detailed analysis of responses to employee and management comments/concerns, meeting with employees and managers to discuss recommendations, and preparing final decision memoranda.
- Provides guidance, assistance and oversight to contractors engaged in classification studies or administrative review of classification decisions.
- Reviews and analyzes consultant's report for accuracy of reported data and appropriateness of findings, conclusions and recommendations.

Labor/Employee Relations:

- Reviews adverse actions for merit and procedural compliance, provides guidance and assistance to City employees and managers of the full range of labor/employee relations issues.
- Conducts review of adverse actions proposed by departments for conformance with Union contracts, Personnel Policies and Procedures, administrative procedures and departmental regulations. Provides guidance to departments regarding employee issues and interpretation of regulations.
- Conducts technical reviews of employee complaints to determine grievability, timeliness, and if appropriate grievance procedure to be used.
- Conducts grievance hearings as City Manager's designee. Prepares initial findings-of-fact for employee and department review. Prepares final grievance decision.
- Meets with employees, department representatives, and union representatives to negotiate both formal and informal resolution of complaints and grievances.
- Conducts special studies and assignments such as contract monitoring, development of policies and procedures relating to a variety of labor/employee relations areas.

Employment and Employee Recognition Programs:

- Develops and implements recruitment/staffing strategies, develops examinations, evaluates applicants for minimum qualifications, administers examinations, constructs eligible lists, and extends offers of employment.
- Ensures compliance with all areas of equal employment opportunities.
- Recommends approval/disapproval of within-grade appointments, promotions and other related salary matters to the Director of Human Resources and advises prospective employees and appointing authorities of results and other data as appropriate.
- Assists with new employee orientations.
- Develops procedures, administers and monitors special programs and projects.
- Prepares correspondence on a variety of complex personnel issues.
- Administers and interprets Lay-Off administrative procedures providing counseling and guidance to employees affected by lay-off actions.
- Administers events in support of employee recognition programs.

Performance, Learning and Development:

- Develops and administers contractor/in-house training programs, assisting departments with specific training and committee development problems, administering tuition assistance, performance appraisal, and suggestion awards program.
- Administers a variety of management and skill development training programs offered to develop and enhance the skills and performance of City employees.

- Administers contractual services including collecting and analyzing technical information, developing bid specifications, awards contracts, and monitors and evaluates contractor performance.
- Researches and writes course outlines, handouts, exercises, and visual aides; conducts training classes; develops training materials; provides consultation to managers and supervisors to enhance performance management capabilities.
- Analyzes departmental Performance Planning and Appraisal (PPA) procedures or procedure modifications, and provides technical assistance for departments to bring PPA procedures into compliance. Performs related duties as required.
- Fosters the development of a learning organization and continuous learning environment, which includes identifying people, processes and technology necessary for implementation.
- Directs the needs assessment for training and staff development to enhance the effectiveness of employee performance.
- Administers the employee performance planning and evaluation system.
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- Conducts training gap analysis.

QUALIFICATIONS:

Education:

Bachelor's degree from an accredited college or university in Business or Public Administration or a related field.

Required Training and Experience:

Five years of progressively more responsible experience in general personnel administration including benefits, labor relations, recruitment, training or classification, including at least three years of program responsibility.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the personnel principles and practices appropriate to the field of assignment.
- Considerable knowledge of, or the ability to rapidly acquire knowledge of, the City and local laws, rules and regulations, particularly those governing the administration of personnel programs.
- Knowledge of Federal and state legislation applicable to the field of assignment.
- Knowledge of statistical concepts and procedures generally employed in personnel administration.
- Skill in negotiating complex issues with department/agency heads and managers.
- Ability to prepare comprehensive records and reports using available automation and statistical report tools, including personal computers and appropriate software programs.

- Ability to handle confidential information with discretion.
- Ability to interpret and explain principles, procedures, policies, and regulations appropriate to the field of assignment.
- Ability to arrive at sound decisions through detailed analysis and evaluation of information received from a variety of sources.
- Ability to communicate clearly and effectively in a variety of mediums to all levels of employees.
- Ability to establish and maintain effective working relationships with officials, managers, employees and contractors.
- Ability to plan, set priorities, and organize numerous work assignments.